Iowa Child Online (ICO)

To enter the Iowa Child Advocacy Board's web-based file system**:**

- Go to: http://childadvocacy.iowa.gov
- Click "Sign In" on the left hand menu
- The following screen will appear:

- Enter Account ID: You were given this when you created you A&A account to apply online. (For training, use: desmoines.volunteer@iowaid)
- Enter Password and Sign In (For training, use: Iowa$state01)
- On the left side menu under Volunteers, Click on ICO Web Program and the following screen should appear. Click on the blue underlined – Login with your A&A…. again.
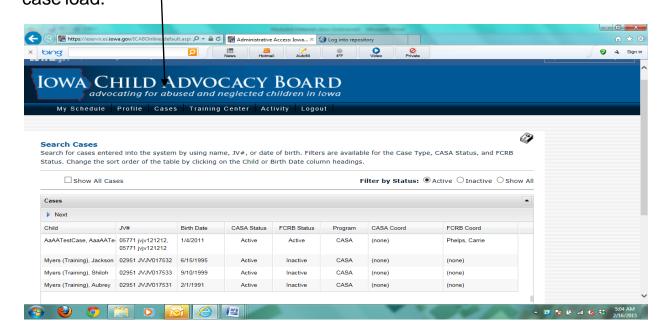

You should be taken to the ICO Web Program.

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When you enter the system, this is the first screen you will see. It is your schedule of events for the cases you are assigned to.
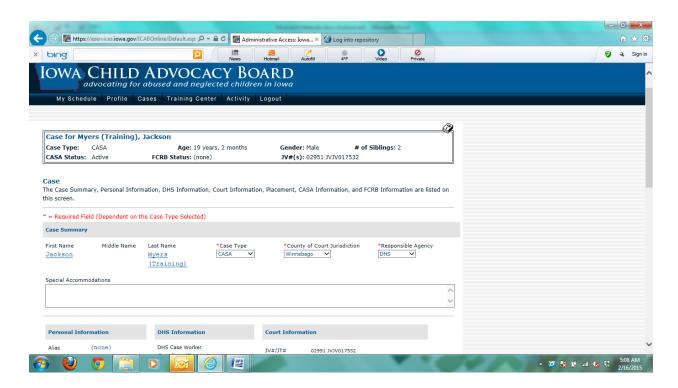

Clicking on any of the "Scheduled Date/Time" entries underlined in blue will take you to that event so you can see more details. You will then be in that child's case file.
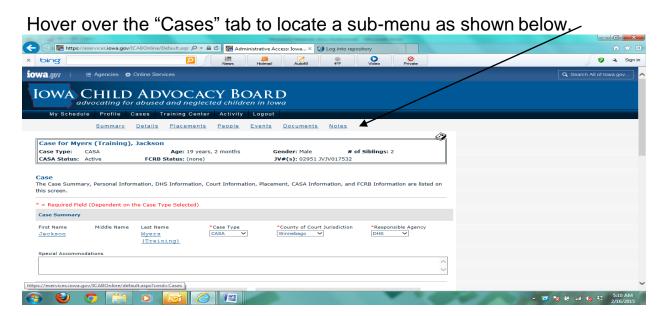
"Cases" = Your Case Assignments
Click on the "Cases" tab at the top of the screen to pull up your assigned case load.

Go to a child's case by double-clicking their name or click the name once to highlight the row and then hit the "Next" button.

This is a case summary page that outlines basic information for the child. You can see at a glance the demographics for the child and current address.
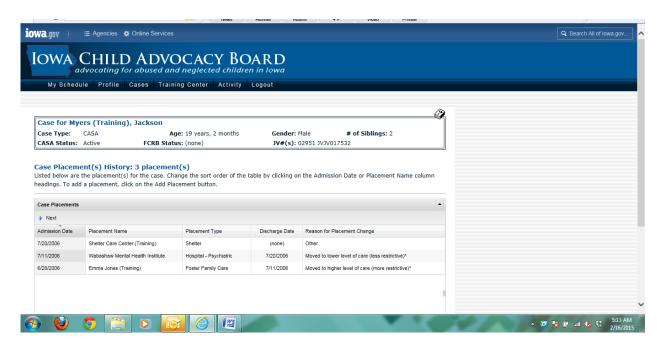

Hover over the "Cases" tab to locate a sub-menu as shown below.

Sub-menu includes:
- Summary (clicking this takes you back to the Summary page)
- Details (shows race, ethnicity, special needs identified of the child)
- Placements
- People
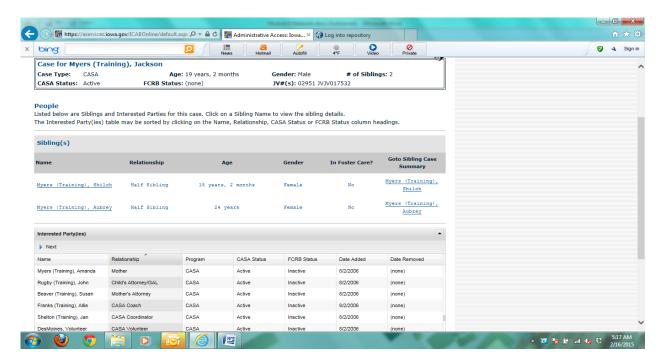- Events
- Documents
- Notes

Placements – go to this tab to see the placement history for the child.

To view the information for the placement, click on a row and select "Next".
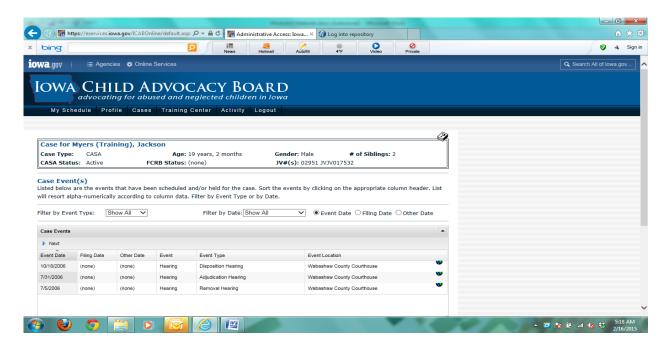
People – this is a listing of people involved with the case. It includes former individuals as well.
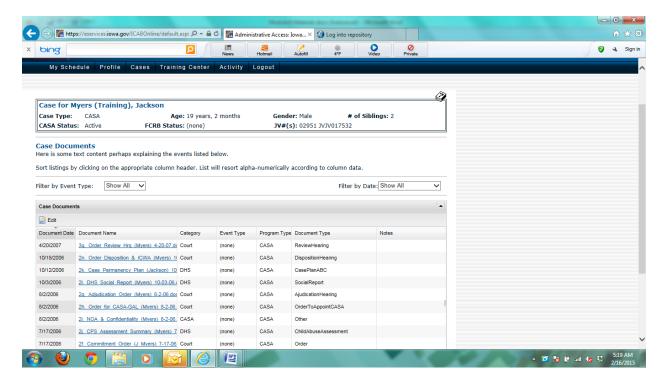

To view contact information for a case, click on a row to highlight it and then click "Next".

Events – this is a listing of events for the child to include family team meetings, court hearings, foster care review board meetings, etc.

Documents – this is where all the case file documents are stored for each case. You can view one document at a time from this screen.

Most current information is listed first.
There are often multiple pages and you can use the arrows to switch to the next page.

Notes – this is a secure place where you can type in case notes about your visits, contacts, hearings, etc., and your Coordinator can then view these notes and offer suggestions. By keeping your notes here, you can easily access them when it is time to write your reports.